

1/17

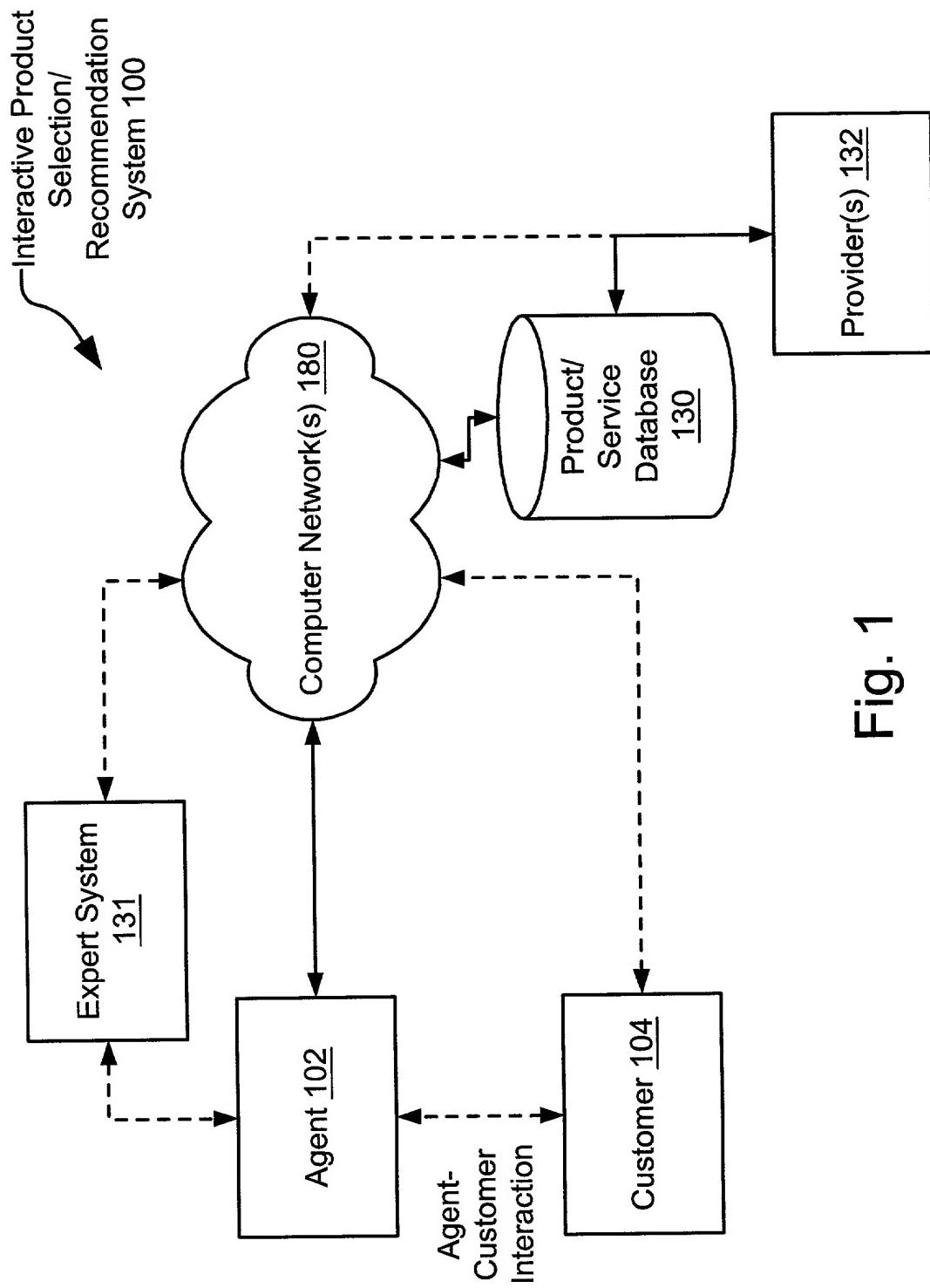


Fig. 1

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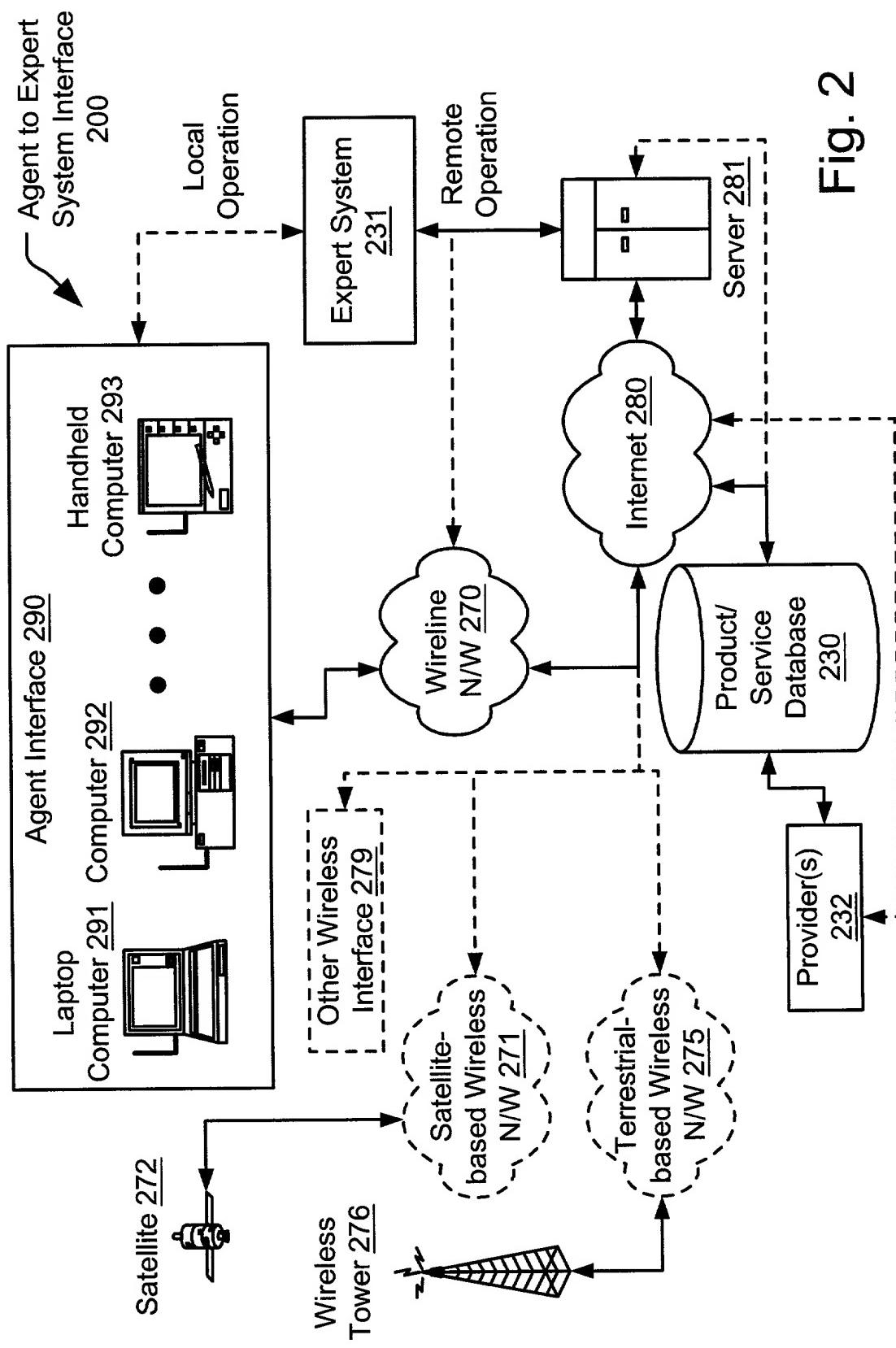


Fig. 2

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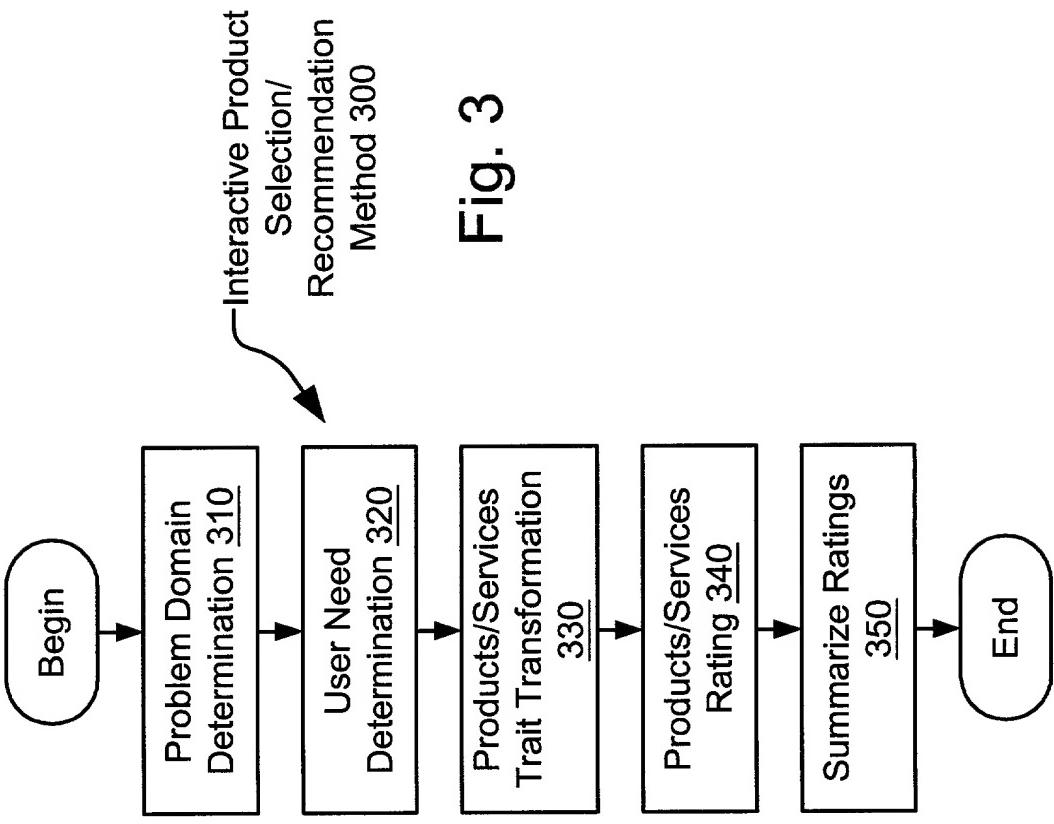


Fig. 3

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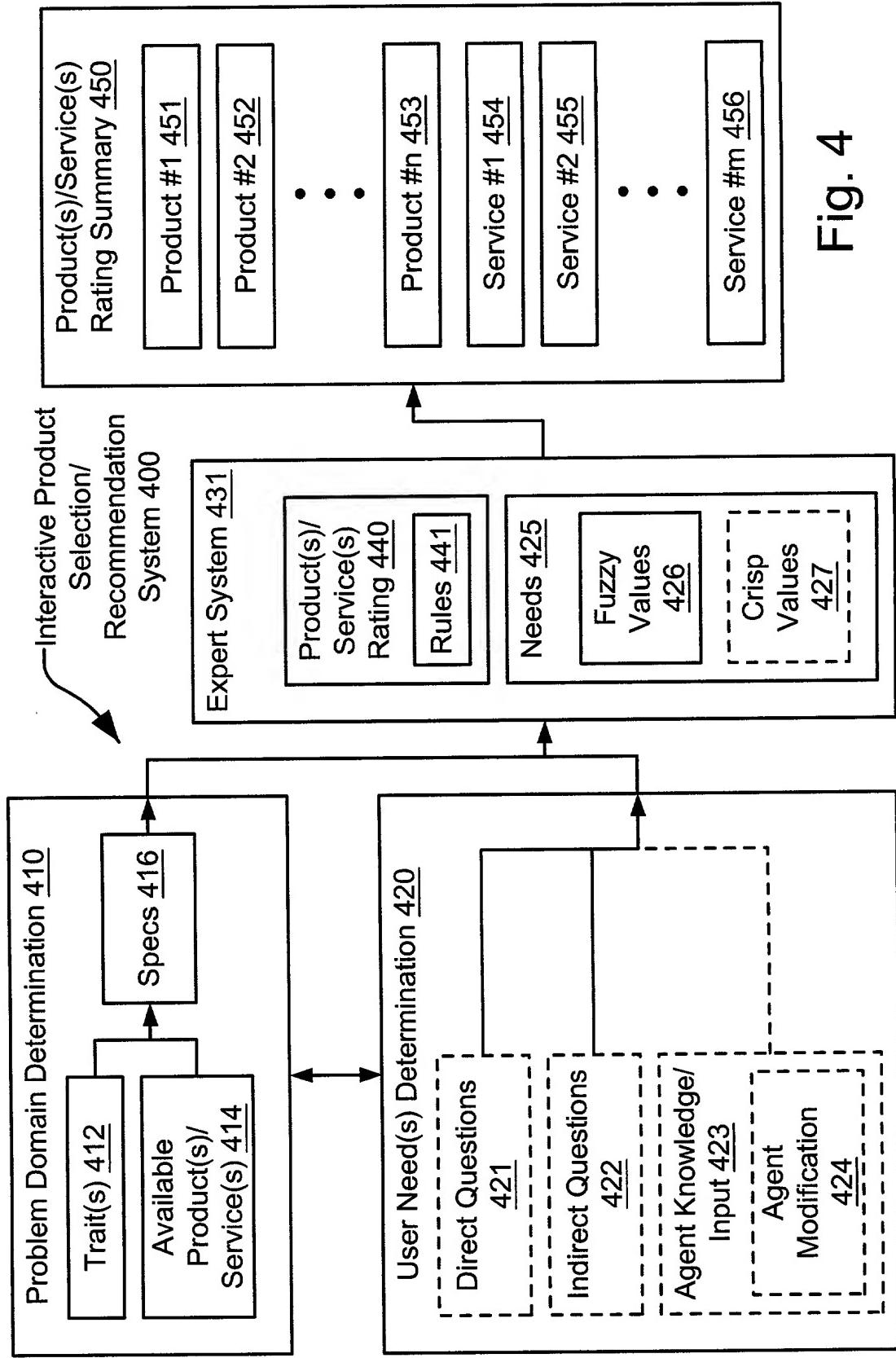


Fig. 4

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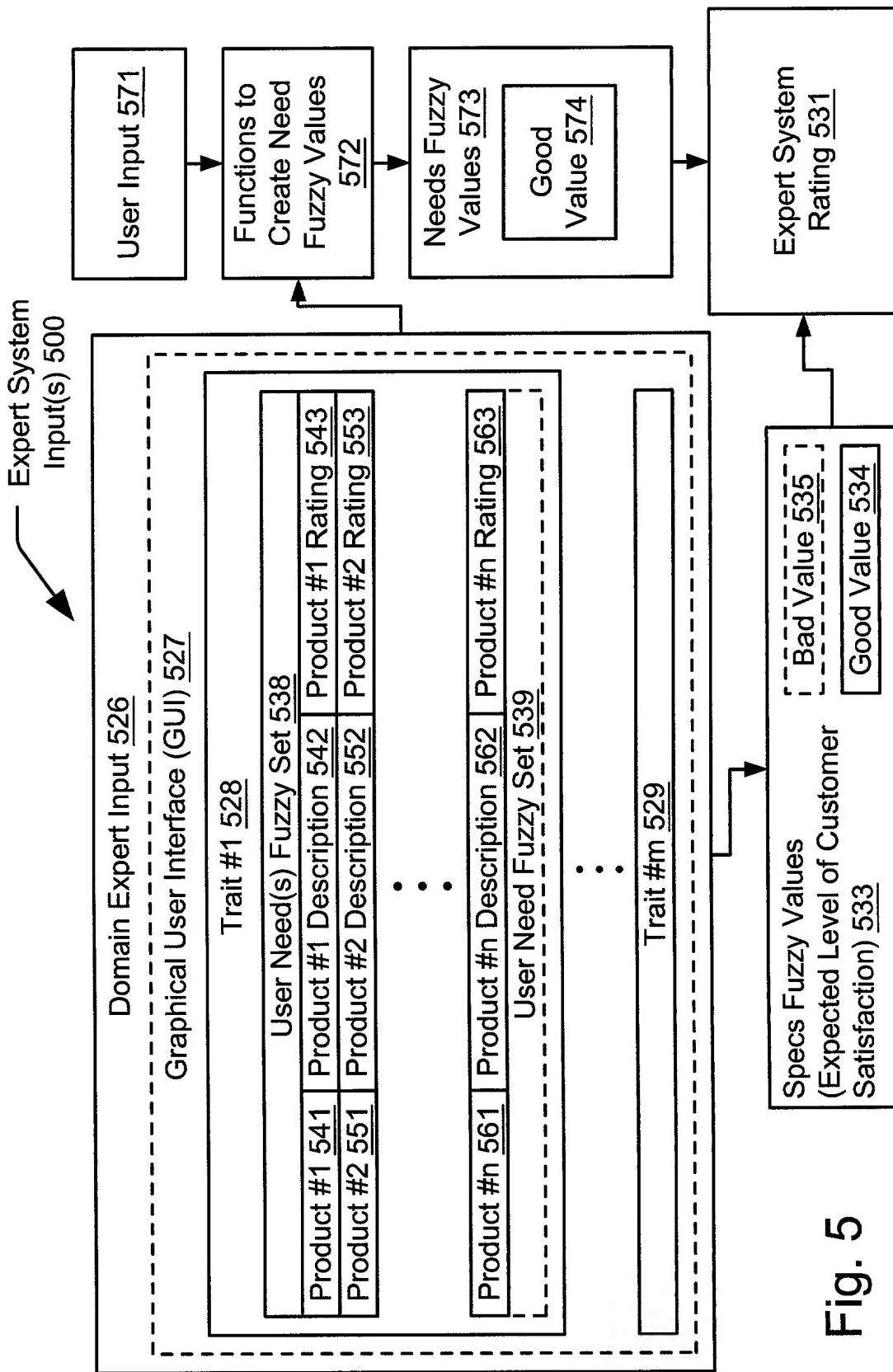


Fig. 5

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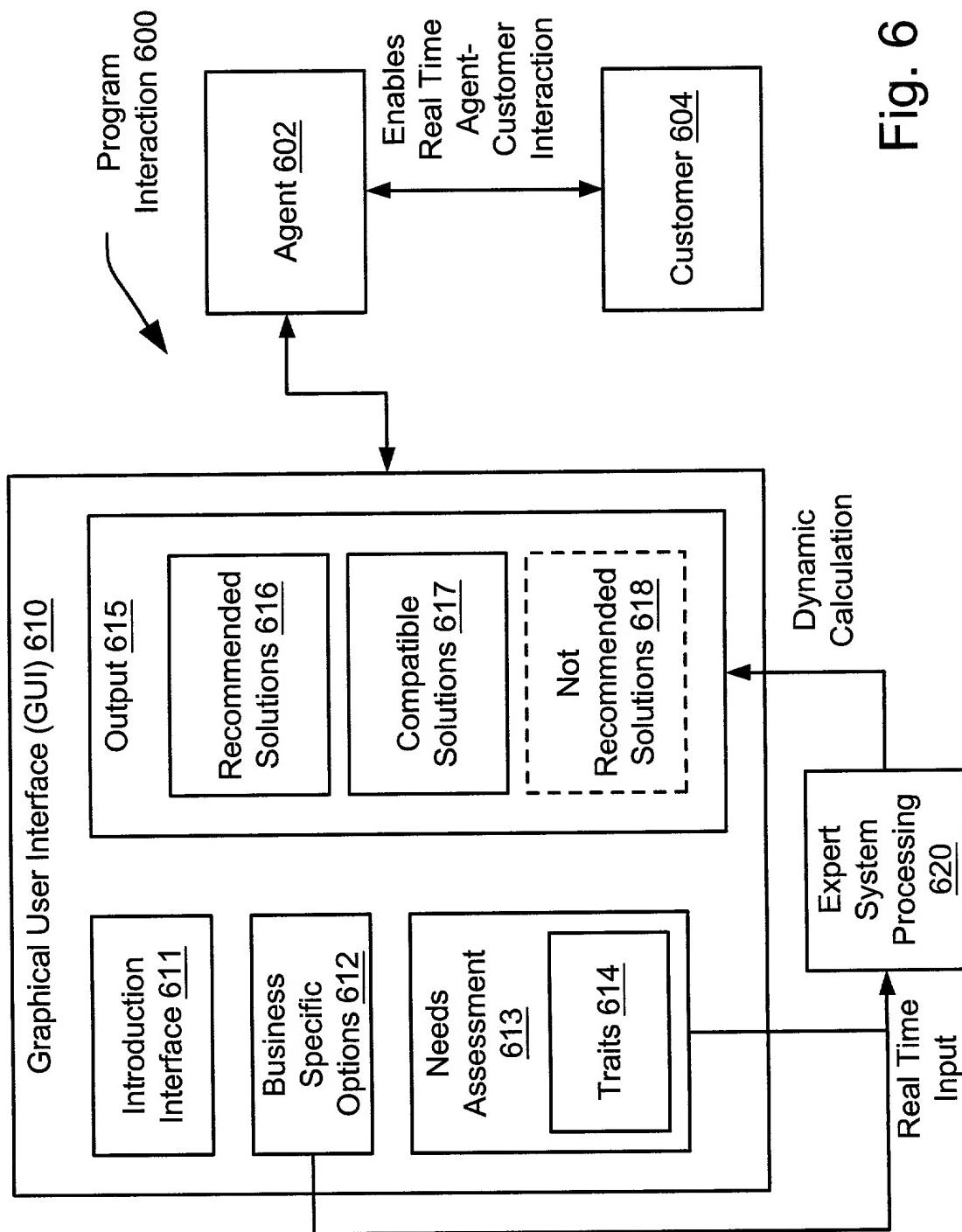


Fig. 6

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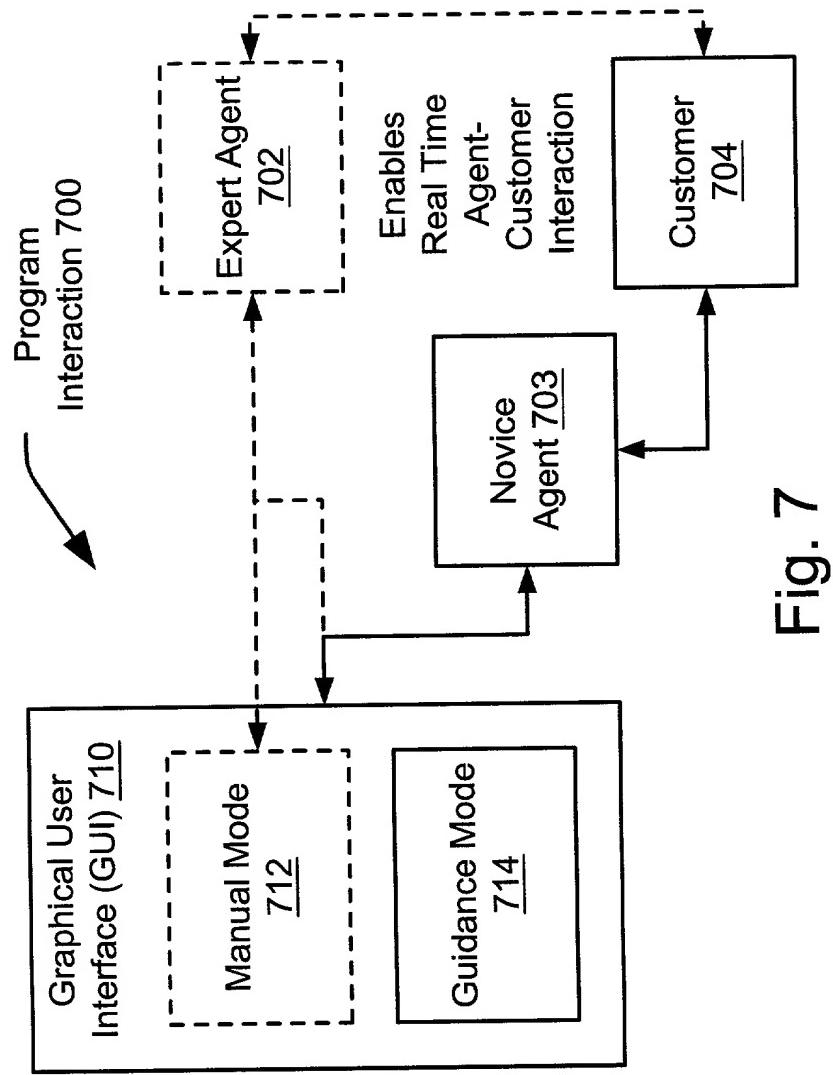


Fig. 7

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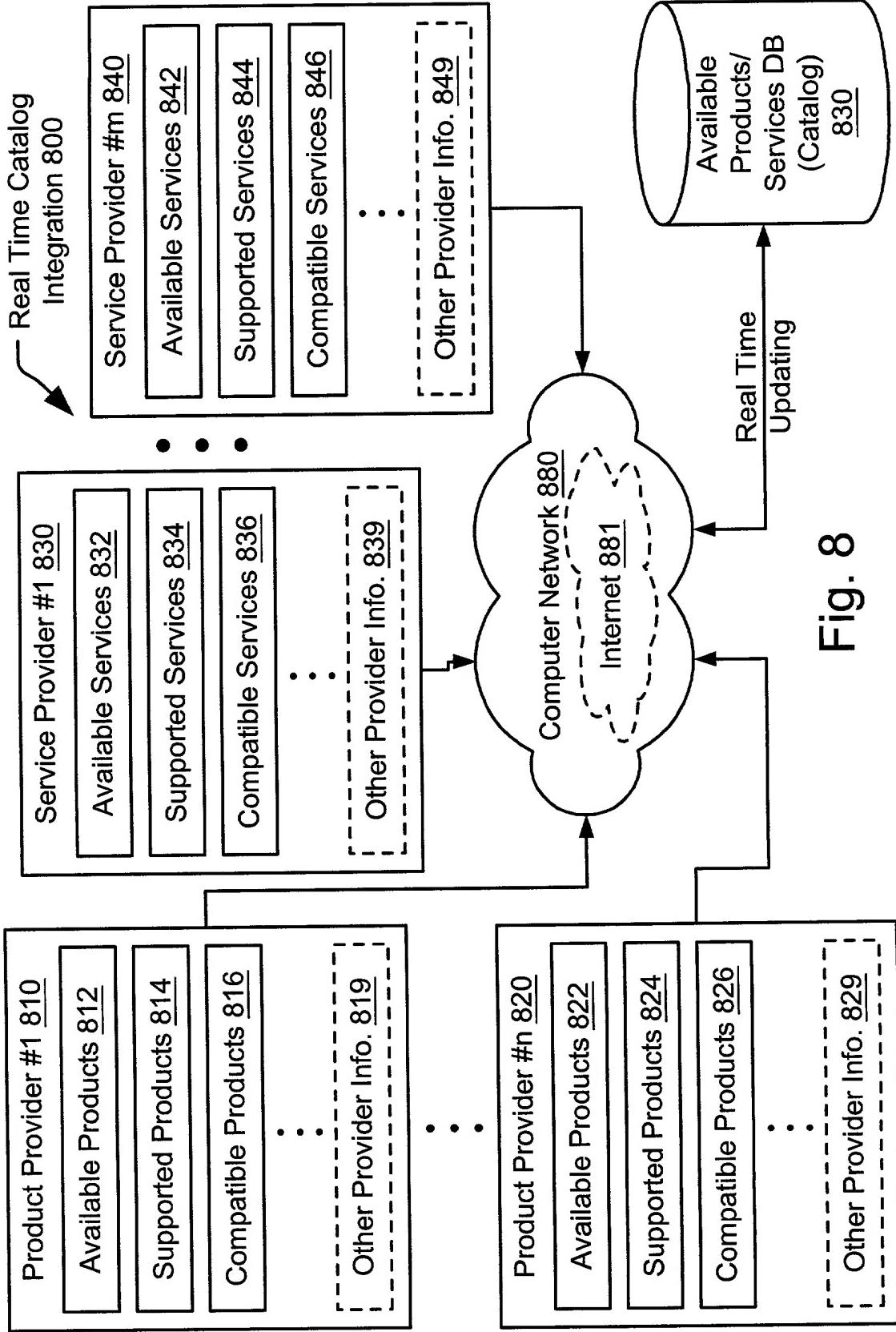
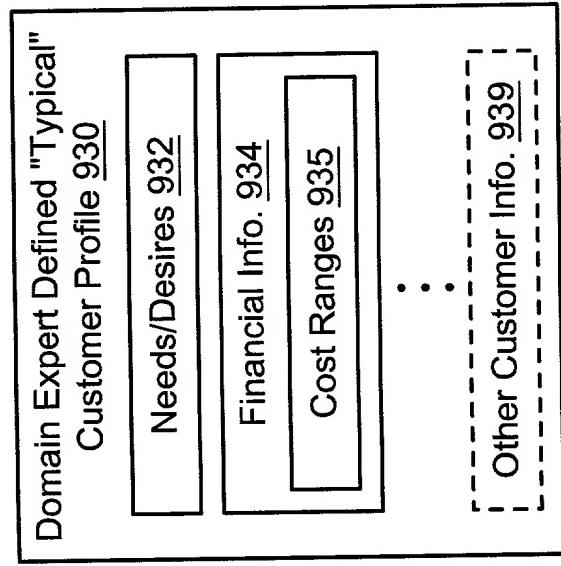
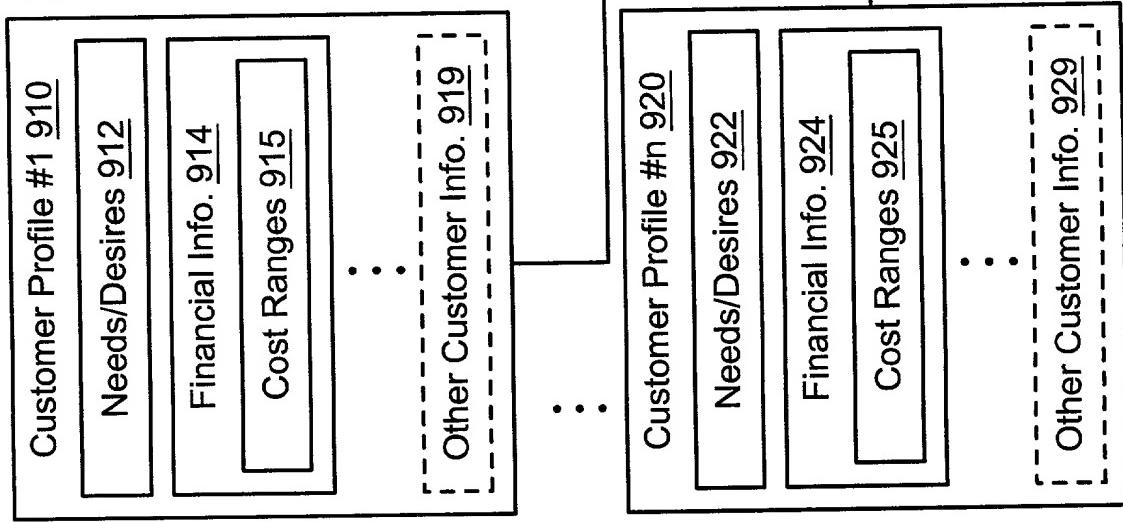


Fig. 8

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Customer Base Profiling 900

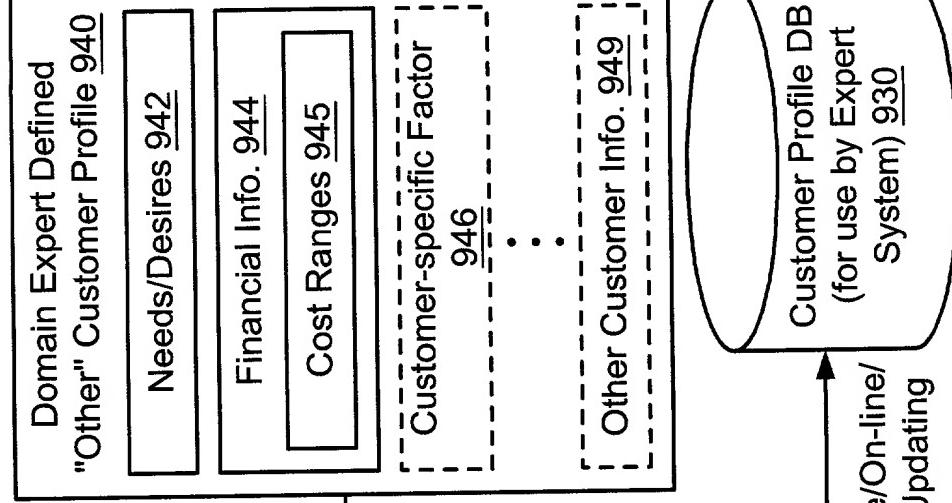


Fig. 9

Real Time/On-line/
Off-line Updating

Customer Profile DB
(for use by Expert System) 930

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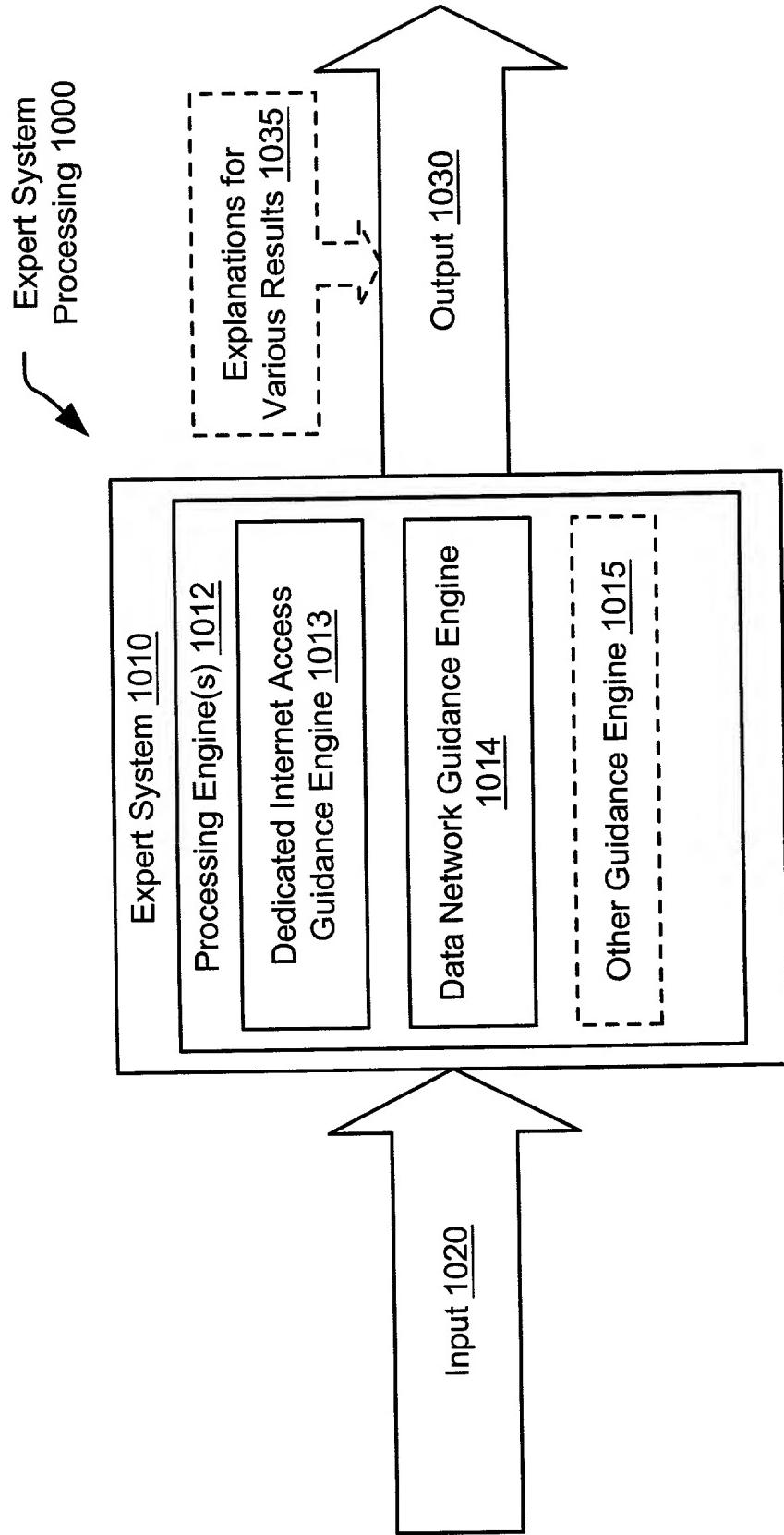


Fig. 10

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Domain Expert-Expert System
Interaction 1100

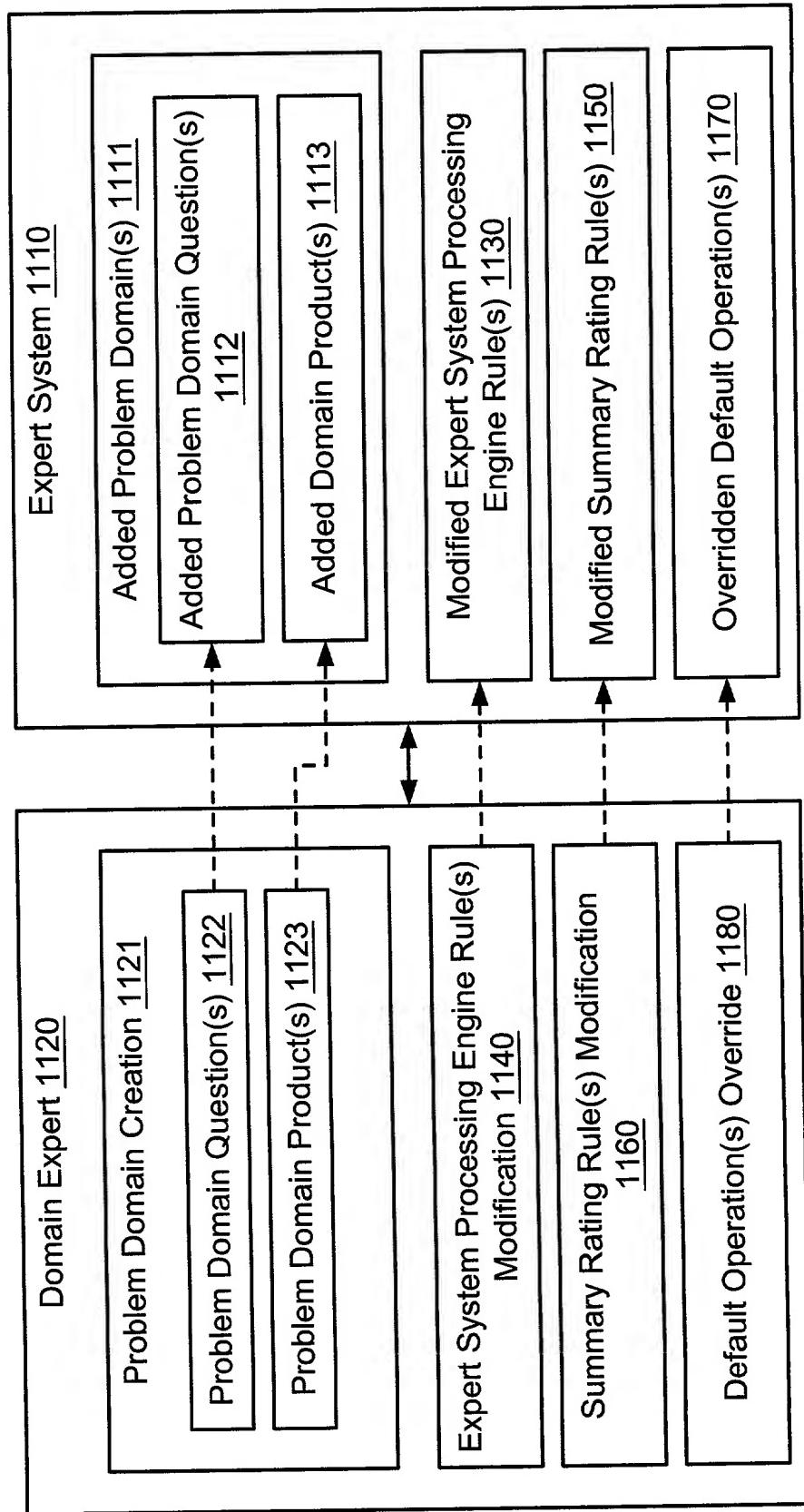


Fig. 11

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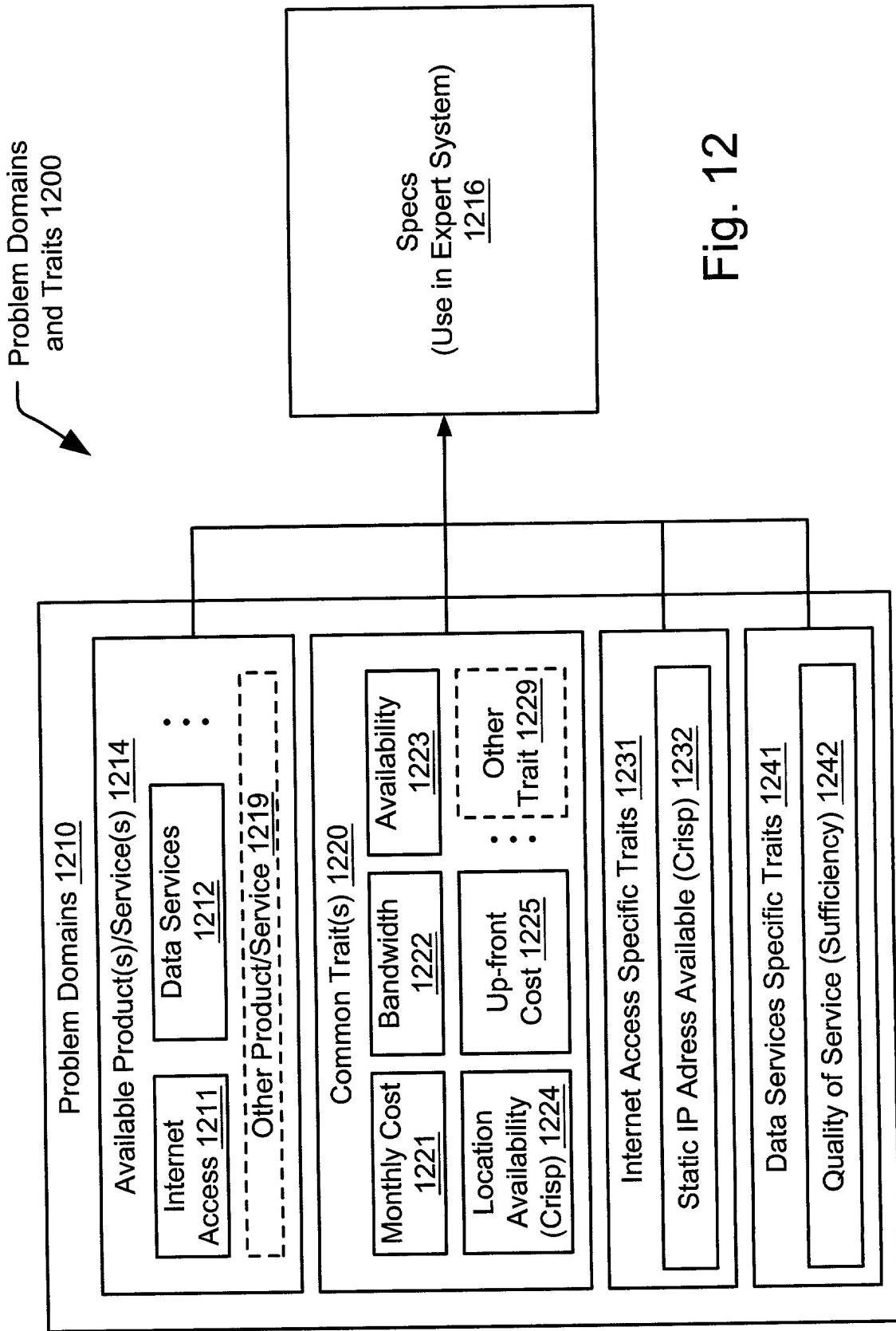


Fig. 12

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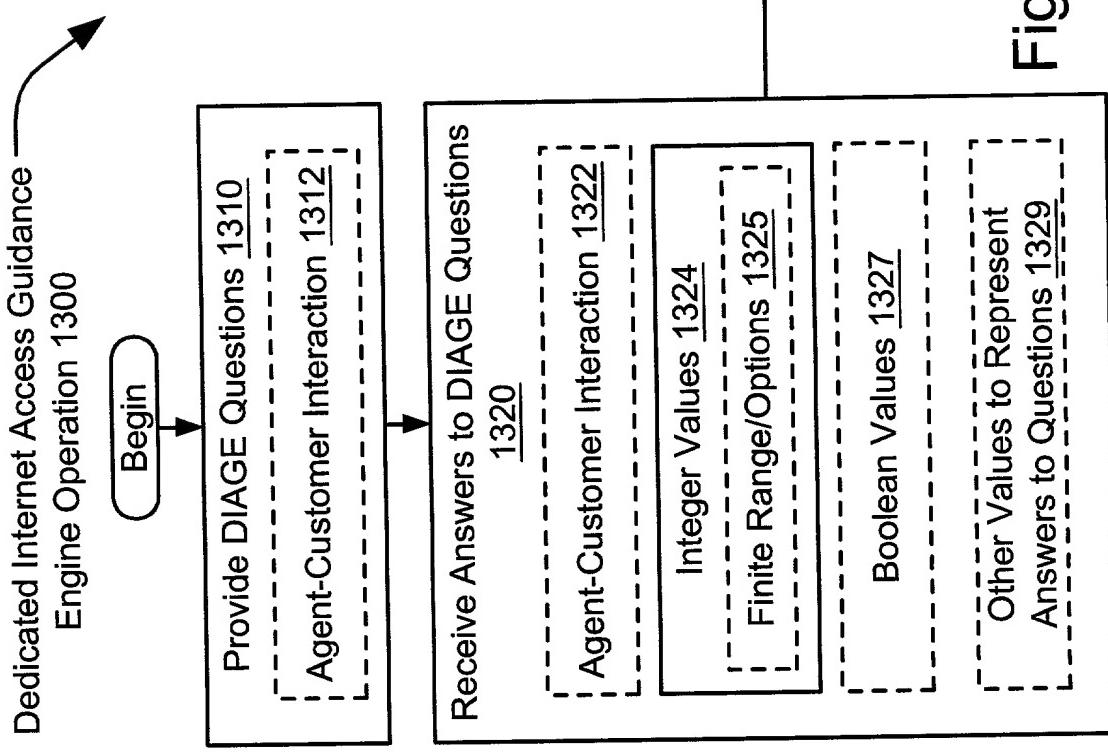


Fig. 13

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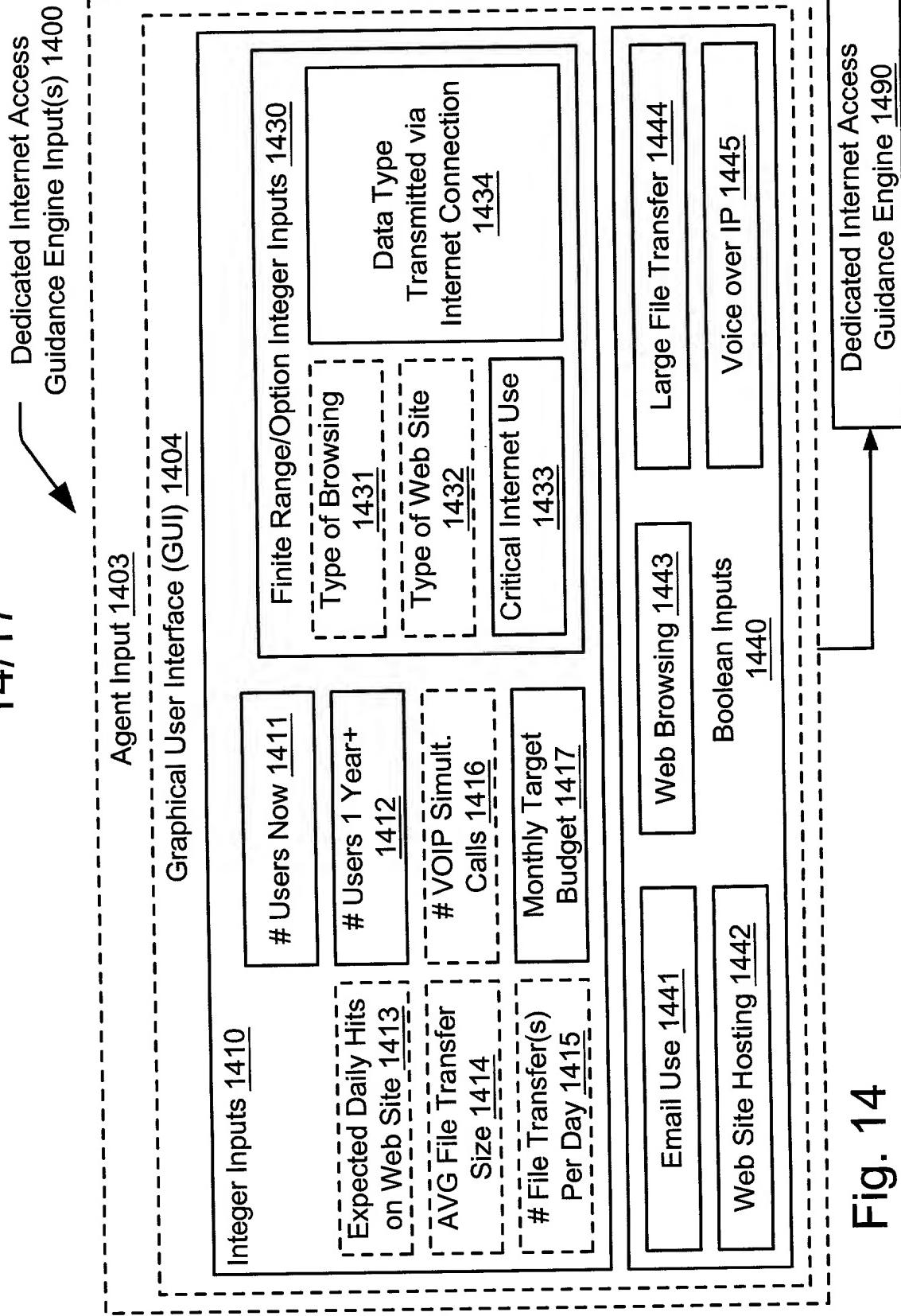
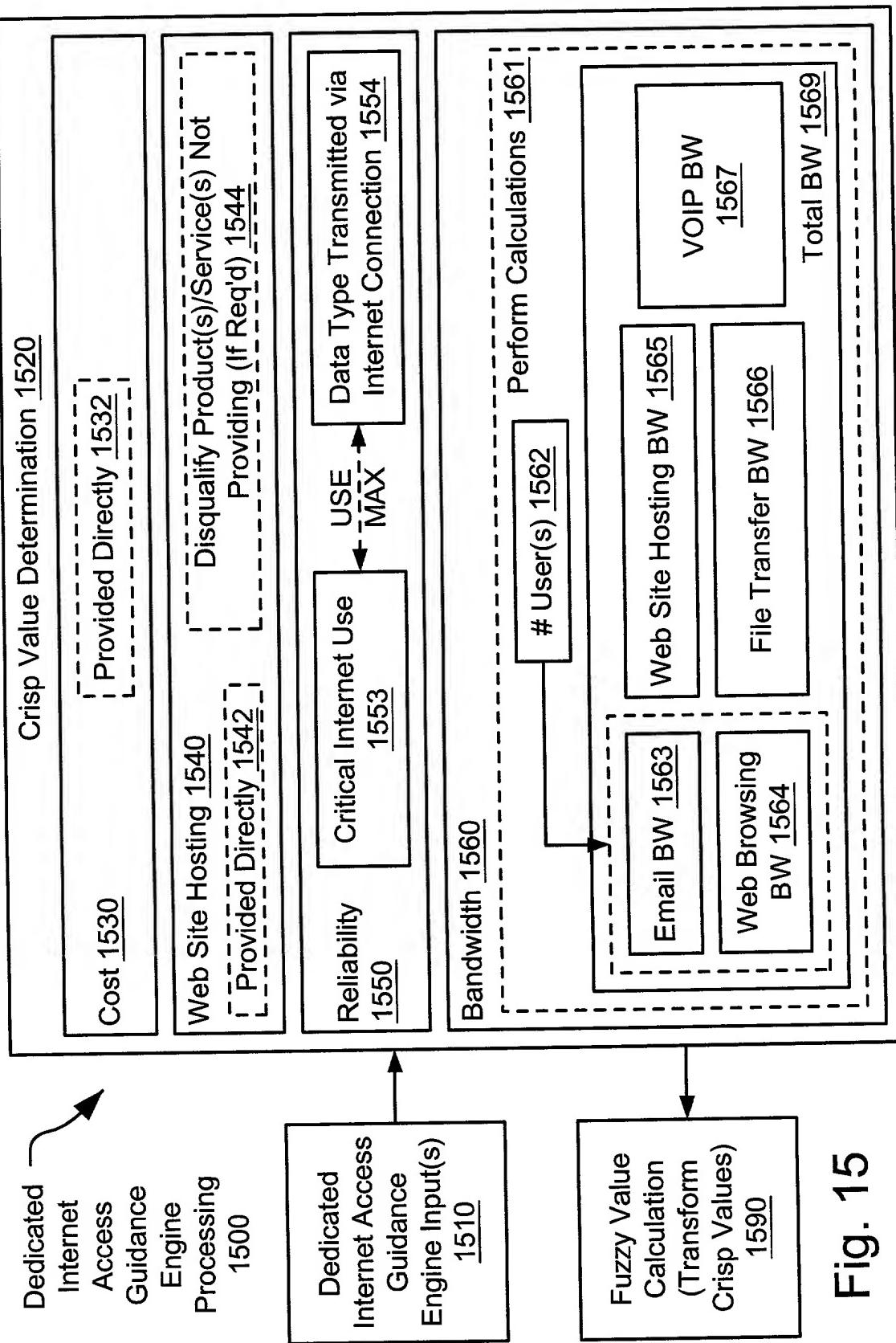


Fig. 14

Fig. 15

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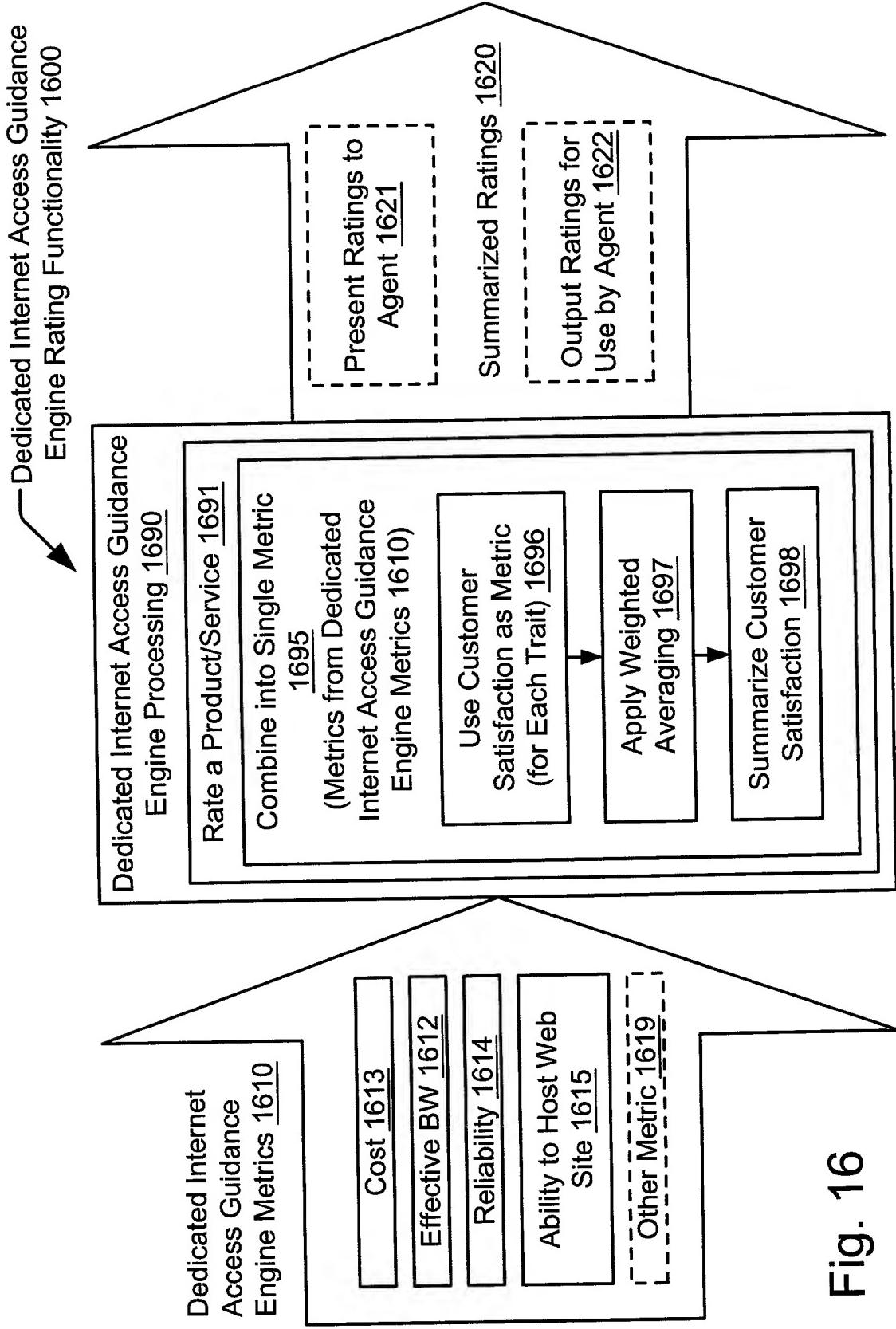


Fig. 16

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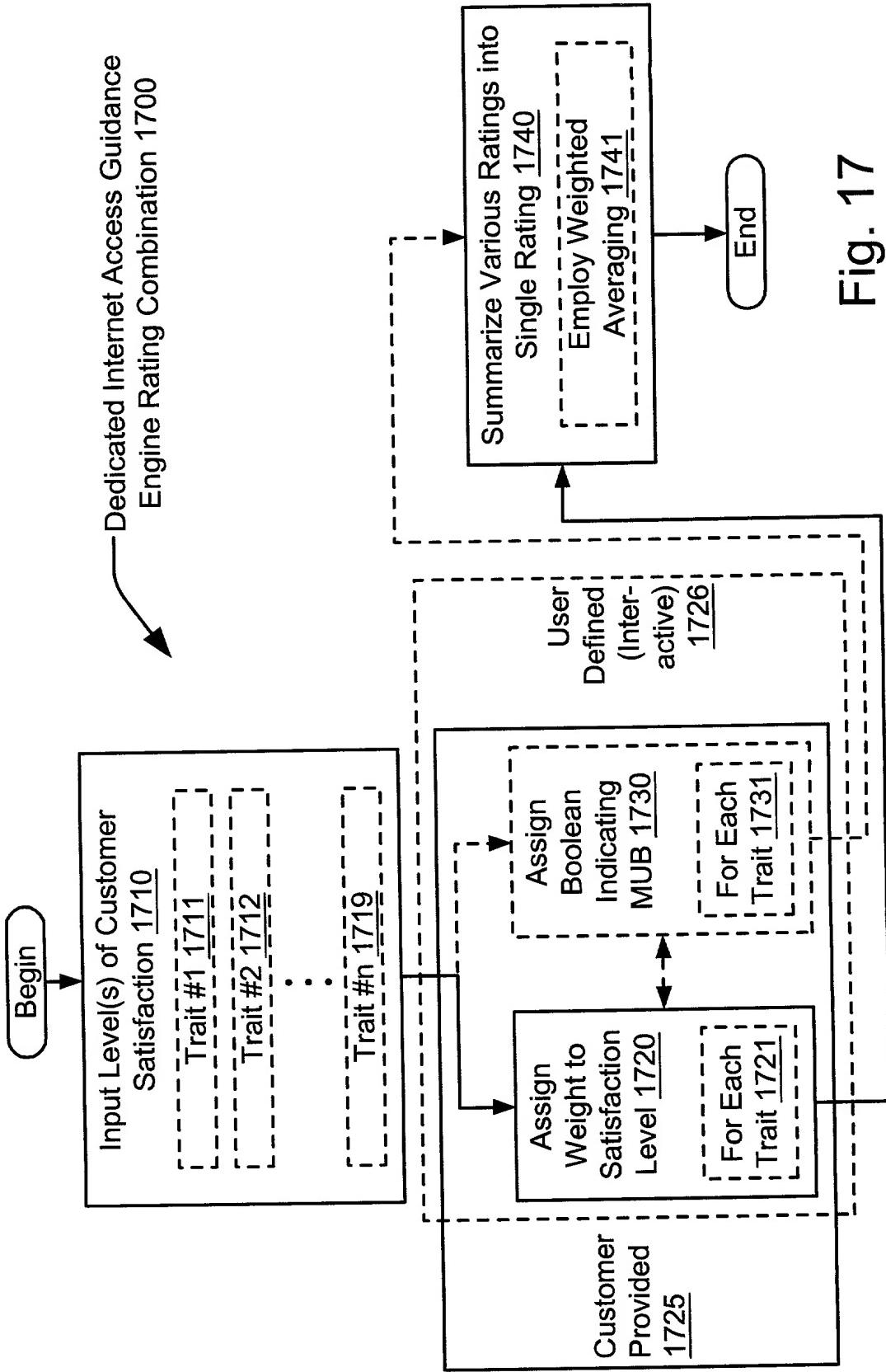


Fig. 17